



STATE OF MICHIGAN

**Family
Independence
Agency**

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To: **Angelo Nicholas, Director**
Macomb County FIA

Date: **January 28, 2002**

From: **Rita Barker, Director**
Office of Internal Audit

Subject: **Audit of Nextel Phone Charges**
August 1 through November 30, 2001
Audit #2002-029

The Office of Internal Audit performed an audit of Macomb County FIA Nextel Worker Safety phone charges for the period August 1 through November 30, 2001. The purpose of our audit was to determine if the worker safety telephones were being used by appropriate staff for worker safety purposes.

We found that all Districts had a significant amount of direct connect charges each month. We were informed that the employees were unaware that the direct connect feature costs 15 cents a minute.

We also found that some employees were using the Nextel phones for personal phone calls, and reimbursing Macomb County FIA for those calls. These reimbursements were receipted into the Macomb County FIA CSS& M account instead of the worker safety account. Telephones provided from the worker safety account should not be used for personal use or for non-worker safety related business calls, except in the case of an emergency.

In addition we found employees at each District who routinely had in excess of \$75 per month in Nextel phone charges.

WE RECOMMEND that Macomb County FIA inform all employees that the Nextel phones are to be used only for worker safety phone calls, and that there is a charge for use of the direct connect feature.

WE ALSO RECOMMEND that Macomb County FIA ensure that any funds received for personal phone calls are receipted to the correct account.

WE FURTHER RECOMMEND that Macomb County FIA follow up each month on telephones with high monthly charges and ensure that charges were incurred for worker safety purposes.

Mt. Clemens District

The Worker Safety Account was being charged for 8 phones that were broken, although the District had requested that they be disconnected in July of 2001. They have 3 additional broken phones that they are trying to get replaced.

WE RECOMMEND that Macomb County FIA inform the Telecommunications Unit in Central Office when Nextel does not make appropriate adjustments to their bills for disconnected telephones, or when they fail to replace broken telephones.

We also found 5 employees at the Mt. Clemens District who are assigned both a Nextel and a Verizon phone.

WE RECOMMEND that Macomb County FIA determine if it is appropriate for these employees to have both a Nextel and a Verizon telephone.

We thank your staff for their cooperation during our audit.